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M.M.

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Edward P. Bagdonas, et al.
Serial No: 09/784,520
Filing Date: February 15, 2001
Title: METHOD AND APPARATUS CREATION
AND PERFORMANCE OF SERVICE
ENGAGEMENT MODELING
Docket No: 64953-010 (APTO)

Assistant Commissioner For Patents
Washington, D.C. 20231

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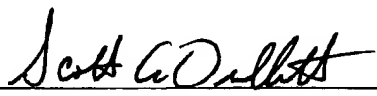
Sir:

POWER TO INSPECT

Please permit Sokban Chau or Virginia Click from the firm of McDermott, Will & Emery, or their representative, to inspect the above-entitled application, and to make copies of any of the papers that they may desire, and to obtain a certified copy of the application.

Respectfully submitted,

Date: 9/26/02



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